

**COUNTY OF HAWAI'I**  
**Hawai'i County Office of Aging**

**Request for Proposals**

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**RFP No. HCOA.2014.KCHCBS.01**

**Kupuna Care Home and Community Based Services**

**MARCH 20, 2013**

*NOTE: It is the applicant's responsibility to check the public procurement notice website, the request for proposals website, or to contact the RFP point-of-contact identified in the RFP for any addenda issued to this RFP. The Hawai'i County Office of Aging shall not be responsible for any incomplete proposal submitted as a result of the missing addenda, attachments or other information regarding the RFP.*

## REQUEST FOR PROPOSALS

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### **Kupuna Care Home and Community Based Services RFP #: HCOA.2014.KCHCBS.01**

The Hawai'i County Office of Aging (HCOA) is requesting proposals from qualified applicants to provide Kupuna Care Home and Community Based Services.

The contract term will be from July 1, 2013 through June 30, 2014 and may be extended for up to one (1) 12-month term. Multiple contracts may be awarded under this request for proposals.

Proposals shall be mailed, postmarked by the United States Postal Service on or before April 22, 2013 and received no later than 10 days from the submittal deadline. Hand delivered proposals shall be received no later than 4:30 p.m., Hawai'i Standard Time (HST), on April 22, 2013 at the drop-off sites designated on the Proposal Mail-in and Delivery Information Sheet. Proposals postmarked or hand delivered after the submittal deadline shall be considered late and rejected. There are no exceptions to this requirement.

The HCOA will conduct an orientation on March 27, 2013 from 3:00 PM to 4:00 PM HST, at the ADRC Training Room, 1055 Kino'ole Street, Hilo Hawai'i, 96720-3872. All prospective applicants are encouraged to attend the orientation.

The deadline for submission of written questions is 4:30 p.m., HST, on April 3, 2013. All written questions will receive a written response from the HCOA on or before April 10, 2013.

Inquiries regarding this RFP should be directed to the RFP contact person, Nicolas K. Los Baños at 1055 Kino'ole Street, Suite 101, Hilo, Hawai'i 96720, telephone: (808) 961-8600, fax: (808) 961-8603, e-mail: [nklosbanos@hcoahawaii.org](mailto:nklosbanos@hcoahawaii.org).

## Proposal Mail-In and Delivery Information Sheet

**NUMBER OF COPIES TO BE SUBMITTED: 1 original, 2 copies**

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **April 22, 2013** and received by the Hawai'i County Office of Aging no later than 10 days from the submittal deadline.

### **All Mail-ins**

Hawai'i County Office of Aging  
1055 Kino'ole Street, Suite 101  
Hilo, HI 96720-3853

### **HCOA RFP COORDINATOR**

Nicolas K. Los Baños  
Phone: (808) 961-8600  
Fax: (808) 961-8603  
email: [nklosbanos@hcoahawaii.org](mailto:nklosbanos@hcoahawaii.org)

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawai'i Standard Time (HST), April 22, 2013**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., **April 22, 2013**.

**East Hawai'i:** Hawai'i County Office of Aging  
1055 Kino'ole Street, Suite 101  
Hilo, Hawai'i 96720-3872

**West Hawai'i:** Hawai'i County Office of Aging  
West Hawai'i Civic Center  
74-5044 Ane Keohokālole Highway  
Kailua-Kona, Hawai'i 96740

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## **SECTION 1**

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# **Administrative Overview**

## SECTION 1

### Administrative Overview

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***Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of each RFP.***

#### 1.1 PROCUREMENT TIMETABLE

Note that the procurement timetable represents the HCOA's best-estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

Activity	Scheduled Date*
Public notice announcing Request for Proposals (RFP)	March 20, 2013
Distribution of RFP	March 20, 2013
RFP orientation session	March 27, 2013
Closing date for submission of written questions for written responses	April 3, 2013
HCOA's response to applicants' written questions	April 10, 2013
Proposal submittal deadline	April 22, 2013
Proposal evaluation period	April 22 – May 14, 2013
Provider selection	May 14, 2013
Notice of statement of findings and decision	June 7, 2013
Contract start date	July 1, 2013

\* NOTE: All deadlines, unless otherwise noted, are 4:30 p.m. HST.



## 1.2 WEBSITE REFERENCE

The State Procurement Office (SPO) website is: <http://hawaii.gov/spo/>

For...	Click on...
Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
Hawai'i Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

### Non-SPO Websites\*

For...	Go to...
Hawai'i Compliance Express	<a href="https://vendors.ehawaii.gov/hce/splash/welcome.html">https://vendors.ehawaii.gov/hce/splash/welcome.html</a>
Department of Taxation	<a href="http://tax.hawaii.gov/">http://tax.hawaii.gov/</a>
Wages and Labor Law Compliance, HRS §103-55	<a href="http://capitol.hawaii.gov/hrscurrent/">http://capitol.hawaii.gov/hrscurrent/</a>
Department of Commerce and Consumer Affairs, Business Registration	<a href="http://cca.hawaii.gov/">http://cca.hawaii.gov/</a> (Click on "Business Registration" under "Registration and Licensing")
Campaign Spending Commission	<a href="http://hawaii.gov/campaign">http://hawaii.gov/campaign</a>

\*NOTE: These website addresses may change from time to time. If a link is not active, try the State of Hawai'i website at <http://hawaii.gov>.

## 1.3 AUTHORITY

This RFP is issued under the provisions of the Hawai'i Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

## **1.4 RFP ORGANIZATION**

This RFP is organized into five sections:

Section 1 - Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2 - Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3 - Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4 - Proposal Evaluation: Describes how proposals will be evaluated by the HCOA.

Section 5 - Attachments: Provides applicants with information and forms necessary to complete the application.

## **1.5 CONTRACTING OFFICE**

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Hawai'i County Office of Aging  
1055 Kino'ole Street, Suite 101  
Hilo, HI 96720-3853  
phone: (808) 961-8600  
fax: (808) 961-8603

## **1.6 RFP CONTACT PERSON**

From the release date of this RFP until the selection of the successful provider(s), any inquiries and requests shall be directed to the sole point-of-contact identified below.

Nicolas K. Los Baños  
Aging Program Planner II  
1055 Kionoole Street, Suite 101  
Hilo, HI 96720-3853  
E-mail: nklosbanos@hcoahawaii.org  
Phone: (808) 961-8600  
Fax: (808) 961-8603

## 1.7 ORIENTATION

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: Wednesday, March 27, 2013  
Time: 3:00 p.m. – 4:00 p.m.  
Location: Aging and Disability Resource Center Training Room  
1055 Kino'ole Street, Suite 101  
Hilo, HI 96720-3853

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the HCOA's discretion. However, answers provided at the orientation are only intended as general direction and may not represent the HCOA's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in *subsection 1.8, Submission of Questions*.

## 1.8 SUBMISSION OF QUESTIONS

Applicants may submit questions to the RFP Contact Person identified in *Section 2, Service Specifications* of this RFP. All written questions will receive a written response from HCOA.

Deadline for submission of written questions:

Date: Wednesday, April 3, 2013  
Time: 4:30 p.m., HST

HCOA's responses to applicant written questions will be provided on or before:

Date: Wednesday, April 10, 2013  
Time: 4:30 p.m., HST

## 1.9 SUBMISSION OF PROPOSALS

**A. Forms/Formats.** Forms, with the exception of program specific requirements, may be found on the State Procurement Office's *Procurement Notices for Solicitations* website referred to in *subsection 1.2, Website Reference*. Refer to the *Proposal Application Checklist* in *Section 5, Attachments* for the location of program specific forms.

1. Proposal Application Identification Form. Provides identification of the applicant proposal found in *Section 5, Attachments*.

2. Proposal Application Checklist. Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the county purchasing agency.
  3. Table of Contents. A sample table of contents for proposals is located in *Section 5, Attachments*. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
  4. Proposal Application. Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in *Section 3, Proposal Application Instructions* of this RFP, including a cost proposal/budget if required.
  5. Work Plan. Applicant shall use the *Work Plan* template included in *Section 5, Attachments* to plan program activities, outputs, outcomes and methods for evaluating each program activity.
  6. Program Budget. Applicant shall use the *Program Budget* template(s) included in *Section 5, Attachments* to create a detailed Program Budget to be included as a part of the proposal packet.
- B. Program Specific Requirements.** Program specific requirements are included in *Section 2, Service Specifications* and *Section 3, Proposal Application Instructions*, as applicable. If required, Federal and/or State certifications are listed in the *Proposal Application Checklist* available in *Section 5, Attachments*.
- C. Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in *Section 2* of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. Hawai'i Compliance Express (HCE).** All providers shall comply with all laws governing entities doing business in the State. Providers shall register with HCE for online compliance verification from the Hawai'i State Department of Taxation (DOTAX), Internal Revenue Service (IRS) , Department of Labor and Industrial Relations (DLIR) , and Department of Commerce and Consumer Affairs (DCCA) . There is a nominal annual registration fee (currently \$12) for the service. The HCE's online "Certificate of Vendor Compliance" provides the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to *subsection 1.2, Website Reference*, for HCE's website address.
1. Tax Clearance. Pursuant to HRS §103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers are required to have a tax clearance from DOTAX and the IRS. (See *subsection 1.2, Website Reference* for DOTAX and IRS website address.)
  2. Labor Law Compliance. Pursuant to HRS §103-55, providers shall be in compliance with all applicable laws of the federal and state governments relating

to workers' compensation, unemployment compensation, payment of wages, and safety. (See *subsection 1.2, Website Reference* for DLIR website address.)

3. **DCCA Business Registration.** Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations, unincorporated associations and foreign insurance companies shall be registered and in good standing with the DCCA, Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See *subsection 1.2, Website Reference* for DCCA website address.)
- E. Wages Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawai'i State Legislature website. (See *subsection 1.2, Website Reference* for DLIR Website address.)
- F. Campaign Contributions by State and County Contractors.** HRS §11-355 prohibits campaign contributions from certain State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. Refer to HRS §11-355. (See *subsection 1.2, Website Reference* for Campaign Spending Commission website address.)
- G. Confidential Information.** If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.
- Note that price is not considered confidential and will not be withheld.*
- H. Proposal Submittal.** All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the HCOA no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet located at the beginning of this RFP. All hand deliveries shall be received by the HCOA by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:
1. Postmarked after the designated date; or
  2. Postmarked by the designated date but not received within 10 days from the submittal deadline; or
  3. If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline.

Dated USPS shipping labels are not considered postmarks. *Proposals submitted by fax, e-mail, diskettes or any electronic means is not allowed and will be rejected.*

#### **1.10 DISCUSSIONS WITH APPLICANTS**

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the HCOA's requirements.
- B. After Proposal Submittal Deadline.** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

#### **1.11 OPENING OF PROPOSALS**

Upon receipt of a proposal by the HCOA at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the HCOA and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

#### **1.12 ADDITIONAL MATERIALS AND DOCUMENTATION**

Upon request from the HCOA, each applicant shall submit any additional materials and documentation reasonably required by the HCOA in its evaluation of the proposals.

#### **1.13 RFP AMENDMENTS**

The HCOA reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

#### **1.14 FINAL REVISED PROPOSALS**

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the HCOA. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. The applicant shall submit only the section(s) of the proposal that are amended, along with the *Proposal Application Identification Form*. After final revised proposals are received, final evaluations will be conducted for an award.

### **1.15 CANCELLATION OF REQUEST FOR PROPOSAL**

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interest of the HCOA.

### **1.16 COSTS FOR PROPOSAL PREPARATION**

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

### **1.17 PROVIDER PARTICIPATION IN PLANNING**

Provider(s) awarded a contract resulting from this RFP,

☐ are required      ☒ not required

to participate in the HCOA's future development of a service delivery plan pursuant to HRS Section 103F-203.

Provider participation in the HCOA's efforts to plan for or to purchase health and human services prior to the HCOA's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

### **1.18 REJECTION OF PROPOSALS**

The HCOA reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

*A proposal may be automatically rejected for any one or more of the following reasons:*

- (1) Rejection for failure to cooperate or deal in good faith (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

## 1.19 NOTICE OF AWARD

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Hawai'i County Corporation Counsel as to form, and to all further approvals, including the approval of the Mayor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The HCOA is not liable for any costs incurred prior to the official starting date.

## 1.20 PROTESTS

Pursuant to HRS Section 103F-501 and HAR Chapter 148, an applicant aggrieved by an award of a contract may file a protest. The *Notice of Protest form*, SPO-H-801, is available on the SPO website (*see subsection 1.2, Website Reference*). Only the following matters may be protested:

- (1) The HCOA's failure to follow procedures established by Chapter 103F of the Hawai'i Revised Statutes;
- (2) The HCOA's failure to follow any rule established by Chapter 103F of the Hawai'i Revised Statutes; and
- (3) The HCOA's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the HCOA.

The *Notice of Protest* shall be postmarked by USPS or hand delivered to 1) the Executive on Aging of the HCOA and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the HCOA.

Head of County Purchasing Agency	HCOA Procurement Officer
Nancy Crawford Director of Finance 25 Aupuni Street Hilo, HI 96720	Nicolas K. Los Baños Aging Program Planner II 1055 Kino'ole Street, Suite 101 Hilo, HI 96720-3853



## **1.21 AVAILABILITY OF FUNDS**

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, County of Hawai'i, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

## **1.22 GENERAL AND SPECIAL CONDITIONS OF CONTRACT**

The general conditions that will be imposed contractually are on the SPO website (see *subsection 1.2, Website Reference*). Special conditions may also be imposed contractually by the HCOA, as deemed necessary.

Other possible Special Conditions include the following:

- Contract Extension. During any contract extension period, the HCOA has the right to add units of services to an existing contract if additional units of service are justifiable by demographic need or other similar reasons that may be deemed justifiable by the HCOA.

## **1.23 COST PRINCIPLES**

In order to promote uniform purchasing practices among State & County purchasing agencies procuring health and human services under HRS Chapter 103F, State & County purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see *subsection 1.2, Website Reference*). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

## **SECTION 2**

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# **Service Specifications**

## SECTION 2 Service Specifications

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### KUPUNA CARE HOME AND COMMUNITY BASED SERVICES

#### 2.1 INTRODUCTION

##### A. Overview, purpose or need

The mission of the Hawai'i County Office of Aging is to establish a comprehensive and coordinated system of services in Hawai'i County which enables older individuals to live independently and with dignity. The Hawai'i County Office of Aging (HCOA) is soliciting proposals for providing home and community based services (HCBS) for individuals 60 years of age or over. HCBS is designed to assist with the long term care needs of older adults in Hawai'i County in order for them to be safe and remain independent while living in their own homes.

Successful applicants of HCBS services will belong to the **HCOA Provider Pool** which will be managed by the awarded case management agency and all providers will be required to work closely and in collaboration with the successful applicant of case management services for both the Kupuna Care Program.

##### B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was issued to current and prospective providers and the community to assist the office in the preparation of this request for proposal. In addition, phone calls and individual meetings took place with potential providers of this service in order to gather further information relevant to the development of this RFP.

##### C. Description of the service goals

The goal of the **Kupuna Care Program** is that Hawai'i's older individuals will have access to affordable and quality home and community based services that are client-centered and family-supportive allowing them to live with independence and dignity. This includes assistance either in the form of access or care coordination in circumstances where the older person is experiencing diminished functioning capacities, personal conditions or other characteristics which require the provision of services by formal service providers or family caregivers.

##### D. Description of the target population to be served

Targeted recipients of the **Kupuna Care Program** must meet the following requirements:

1. U. S. citizenship or legal residency

2. 60 years of age or older;
3. Not covered by other comparable government or private home and community based services
4. Not residing in an institution, such as ICF, SNF, ARCH, hospital, foster family home
5. Have limitations in two or more activities of daily living (ADL) or instrumental activities of daily living (IADL), or be diagnosed with a cognitive impairment
6. Have one or more unmet ADL or IADL need

Clients determined to be at high risk will receive priority for service. Additionally, the Kupuna Care Program follows the targeting requirements of the Older Americans Act which include older individuals 60 years old and over with the greatest social and economic needs with an emphasis on low-income and minority elders.

**E. Geographic coverage of service**

This service intends to cover all districts within Hawai'i County. An applicant may submit its proposal to serve all or just particular districts of the County depending on the service provider's capacity. The applicant must specify which area(s) it is able to serve and demonstrate in its narrative the capacity to provide the required service(s) in all of the districts for which it is submitting an application.

**F. Probable funding amounts, source, and period of availability**

There are two funding sources included in this solicitation. Home and community based service providers may serve clients under the **State Kupuna Care Program**. Applicants must indicate interest in providing services under one or both funding sources in their proposal.

The estimated funding for home and community based services provided by successful members of the **HCOA Provider's Pool** may be up to \$450,000. The final, specific allocation of funds for the HCOA provider's pool will be determined by the HCOA after all applications have been evaluated.

The funds for services will be subject to availability, need for the service, and the satisfactory evaluation of the provider's performance.

HCOA reserves the right to reallocate all or part of the initial award to an agency, if there is a pattern of service underutilization, if there is a wait list for service, if an agency is not able to carry out the provision of the provider's performance, and/or if there are cuts in state funding.

## 2.2 CONTRACT MONITORING AND EVALUATION

**A. Criteria.** The following criteria will be used in the monitoring and evaluation of contract performance as indicated in *subsection 2.4, Scope of Work*. Monitoring will be based on the specifications agreed upon in the actual contract resulting from this RFP.

1. Performance / Outcome Measures
2. Output Measures
3. Quality of Care / Quality of Services
4. Financial Management
5. Administrative Requirements

## 2.3 GENERAL REQUIREMENTS

**A.** Specific qualifications or requirements, including but not limited to licensure or accreditation.

1. The applicant shall have license(s) and/or certificate(s), as applicable, in accordance with Federal, State and County regulations and shall provide copies of current applicable license(s) and certificate(s) as needed.
2. Follow all fiscal and program instructions issued by the Hawai'i County Office of Aging throughout the contract year.
3. Maintain complete and current program data and fiscal records pertaining to the service contained in this RFP.
4. If applicable, the applicant shall maintain professional/general and auto liability insurance with a limit of no less than \$1,000,000.00 and proof of worker compensation insurance during the term of the agreement, as applicable, and provide the County with a certificate of same, naming the County additional insured.

5. Voluntary Contributions

If applicable, voluntary contributions shall be allowed and may be solicited by all services provided under this contract if and only if the method is non-coercive.

6. Unallowable costs identified by the HCOA for this RFP (unless applicant provides compelling justification) include:
  - a. Out-of-state travel.
  - b. Neighbor island travel,
  - c. Equipment not used by the client, and

d. Motor vehicles.

7. All publications or press releases should include the statement:

*"This program has been made possible in part by funding from the Kupuna Care Program, State of Hawai'i and the Older Americans Act as awarded by the Hawaii County Office of Aging."*

**B. Secondary purchaser participation**

- After-the-fact secondary purchases will be allowed.
- Planned secondary purchases: None

**C. Multiple or alternate proposals**  
(Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

**D. Single or multiple contracts to be awarded**  
(Refer to HAR Section 3-143-206)

☐ Single ☐ Multiple ☒ Single & Multiple

1. Criteria for multiple awards:

- a. A single award may be made for a proposal that demonstrates the ability to provide the required expertise, resources and infrastructure to deliver this service.
- b. Multiple awards may be given if the county purchasing agency determines it is in the best interest of the county for more than one organization to provide service under this RFP taking into consideration the need, target population, geographic service area(s) and method of information dissemination.

**E. Single or multi-term contracts to be awarded**  
(Refer to HAR Section 3-149-302)

☒ Single term (2 years or less) ☐ Multi-term (more than 2 years)

1. Contract Terms:

<b>Initial term of contract:</b>	July 1, 2013 through June 30, 2014 (12 months)
<b>Length of extension:</b>	12 months
<b>Number of possible extensions:</b>	1
<b>Maximum length of contract:</b>	2 years
<b>Condition of extension:</b>	Must be in writing and must be executed prior to

	expiration of initial contract.
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The initial period shall commence on the contract start date or Notice to Proceed, whichever is later.

## 2.4 SCOPE OF WORK

### A. Definition of Service Activities (Minimum and/or mandatory tasks and responsibilities)

1. **Adult Day Care Services** – Personal care for dependent older individuals in a supervised, protective and congregate setting during some portion of the day. Services typically include social and recreational activities, training, counseling, and other services such as rehabilitation, medications assistance and home health aide services for adult day health. (Unit of service is 1 hour)
2. **Assisted Transportation** – Assistance and transportation, including escort to persons who have difficulties (physical and/or cognitive) using regular vehicular transportation (Unit of service is 1 hour)
3. **Chore** – Assistance such as heavy housework, yard work, or sidewalk maintenance for a person (Unit of service is 1 hour)
4. **Homemaker** – Assistance such as preparing meals, shopping for personal items, managing money, using the telephone or doing light housework. (Unit of service is 1 hour)
5. **Personal Care** – Assistance, stand-by assistance, supervision or cues. Personal assistance includes hands on care such as grooming and bathing. Cues are prompts such as, “let’s eat now” or “use your spoon.” (Unit of service is 1 hour)

### B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel
  - a. The applicant shall provide the necessary qualified staff, equipment, vehicles and facilities that will be required in carrying out this service.
  - b. All personnel must be trained, screened and deemed competent by the applicant to provide the services as described in their job descriptions.
  - c. All personnel and volunteer workers must be of good character and integrity and trained or qualified to work with physical and cognitively impaired individuals and people from various cultures.
  - d. The applicant shall have on file a current criminal background check for all personnel performing duties related to this service.

- e. Applicant shall ensure personnel assigned to the program(s) have not been convicted of abuse, neglect, or other crimes that would pose a health/safety risk to those being served.
- f. The applicant shall have a qualified Director/Supervisor to assume responsibility for:
  - i. overall management of the services provided including service delivery and evaluation; and
  - ii. meeting all program and reporting requirements of the program; and
  - iii. ensuring that minimum service standards are met; and
  - iv. providing direct supervision of direct care staff providing the services.
- a. Supervisors of direct care workers must have a minimum of two years supervisory experience and must be available for consultation during the hours of operation.

2. Administrative

- a. The applicant must have administrative experience in operating a program of this scope and requirements. The applicant shall have a thorough understanding of the various levels of federal, state, and county laws, rules, policies, and procedures relevant to this service.
- b. The applicant must assure that it has the capabilities and infrastructure to effectively and safely deliver the service.
- c. The applicant must have written policies and procedures on accepting, terminating, and rejecting clients.
- d. The applicant must have written policies on safeguarding client's confidential information and their consent to participate in research activities intended to improve the program.
- e. The applicant shall provide its capacity to keep financial and program records specific to this contract.
- f. The applicant shall include information in the proposal on its procedures for handling project income derived from clients' voluntary contributions.

3. Quality assurance and evaluation specifications

- a. The applicant must describe its methods to assure the county that the service provided to the client is appropriate and responsive to the needs of the client.



- b. The applicant must have a written policy to promote service quality. The applicant must present methods of measuring efficiency, effectiveness and quality of service, including evaluation by the participants. The applicant shall describe its process for making improvements or taking corrective action based upon evaluation results.
- c. Periodic and/or annual monitoring by HCOA may include site visits. Contractors will be monitored through desktop assessments to evaluate progress toward meeting goals and to oversee compliance with government requirements and contractual agreements.
- d. Client satisfaction will serve as an indicator for service effectiveness and efficiency. Program outcome measures and results will provide direction for monitoring and quality improvements.

4. Output and performance/outcome measurements

a. ***Kupuna Care Performance Outputs:***

Service Unit = 1 hour

Service	Estimated Number of Unduplicated Persons	Estimated Units of Services
Adult Day Care	25	3,500
Assisted Transportation	20	280
Chore	10	80
Homemaker	50	1,150
Personal Care	150	8,000

b. Outcome Measures:

- The percentage of older individuals and/or their caregivers who participate in care/service plan decision making.
- The percentage of older individuals who remain in their home after three months of Kupuna Care Home and Community Based Services
- The percentage of older individuals surveyed that report that their care needs are being met by the program.

5. Experience.

The Applicant must have operated a business of similar scope and magnitude as required by the RFP for at least one year and shall demonstrate it has the necessary skills, abilities, knowledge of and experience relating to the delivery of the proposed services.

The Applicant shall also provide a listing of verifiable experience with projects or contracts for the most recent five years that are pertinent to the proposed services and possess all the necessary management capacity and technical expertise to effectively and efficiently meet the service specifications in this solicitation.

6. Coordination of services.

The implementation of the State's long term care policies, programs, and services requires the collaboration and coordination of a number of State, County, and Federal departments and agencies, the private sector, and the community of consumers. Providing services to the elderly is multifaceted and demands multidisciplinary attention. HCOA Provider Pool must participate in the Interdisciplinary Team (IDT) Case Management Coordination Program coordinated by the Department of Health Public Health Nursing. Four IDT meetings are held monthly at various locations around the island.

7. Reporting requirements for program and fiscal data.

Prospective service providers are responsible for maintaining accurate, verifiable and current fiscal data and reports pertaining to the service(s) provided. Prompt submission of required reports is expected from the successful applicant and invoices and requests for payments must be submitted to respective Case Management agency assigned to the client by the 5<sup>th</sup> day of the month following provision of services. All requests for payment/invoices will be reviewed and verified by respective Case Managers before routing to HCOA for payment authorization. Failure to collect and submit required data, reports, and requests for reimbursement/invoices in a timely manner could result in delay, or withholding of payment. At a minimum, the successful applicant shall follow the report due dates below:

- *Monthly Invoice/Progress Report:* 7th day after report month
- *Annual Narrative Report:* 30th day after end of contract
- *Final Narrative Report:* A final narrative report shall document program accomplishments, program partnerships, if applicable, the financial status of the program, and the overall performance towards meeting the requirements of this service.

**C. Facilities, Equipment, & Vehicles**

The applicant shall provide a description of its facilities, equipment, and vehicles, if applicable, and demonstrate its adequacy in relation to the proposed services. If facilities/vehicles/equipment is (are) not presently available, describe plans to secure facilities/vehicles/equipment. The applicant shall describe how the facilities and the vehicles meet ADA requirements, as applicable and special equipment that may be required for the services.

The applicant must have standard policies and procedures for the safe operation and maintenance of vehicles used in transporting older persons.

1. The vehicle must be licensed and have appropriate and adequate insurance coverage required by the State and the County
2. The successful applicant will maintain, secure, and protect vehicles to assure each vehicle is ready, safe, and available for service.
3. The successful applicants shall assure safety for all passengers it serves, including mandatory use of seatbelts.
4. The awarded applicants must notify clients when the service will be delayed or cancelled.

## **2.5 COMPENSATION AND METHOD OF PAYMENT**

**A. Unit Rate.** Pricing is based on the delivery of the defined unit of service as defined in *subsection 2.4 Scope of Work*.

1. Initial or advance payment shall not be made for this service.
2. Monthly payments will be made to the provider upon receipt of a monthly invoice and progress report.

### **SECTION 3**

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## **Proposal Application Instructions**

### SECTION 3

## Proposal Application Instructions

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#### General instructions for completing applications:

1. Proposal Applications shall be submitted to the Hawai'i County Office of Aging (HCOA) using the prescribed format outlined in this section.
2. The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.
3. Page numbering of the *Proposal Application* should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in *Section 5, Attachments*.
4. Tabbing of sections (Recommended).
5. Applicants must also include a *Table of Contents* with the *Proposal Application*. A sample format is available in *Section 5, Attachments* of this RFP.
6. A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.
7. Applicants are **strongly** encouraged to review evaluation criteria in *Section 4, Proposal Evaluation* when completing the proposal.

#### The Proposal Application is comprised of the following sections:

1. Proposal Application Identification Form
2. Table of Contents
3. Program Overview
4. Experience and Capability
5. Project Organization and Staffing
6. Service Delivery
7. Financial
8. Other

### **3.1 PROGRAM OVERVIEW**

Applicant shall give a brief overview to orient evaluators as to the program/services being offered; limited to one page.

### **3.2 EXPERIENCE AND CAPABILITY**

#### **B. Necessary Skills**

- Demonstrated skills, abilities and knowledge relating to the delivery of the proposed services.
- Identify specific staff that possesses these skills and abilities and knowledge.

#### **C. Experience**

- Provide current and past experience in administering programs and contracts for older individuals.
- Identify and provide employment histories and significant accomplishments for each member who will be involved in the management of program functions required to provide the services.

#### **D. Quality Assurance and Evaluation**

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Written evaluation plan to effectively measure, monitor and evaluate program performance and timely detection and resolution of identified problems.

#### **E. Coordination of Services**

- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Provides examples of how applicant networks and collaborates with other providers in the community.

#### **F. Facilities, Equipment, & Vehicles**

- Adequacy of facilities, equipment, and vehicles relative to proposed services.

### 3.3 PROGRAM ORGANIZATION AND STAFFING

#### A. Staffing

##### 1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in *Section 2, Service Specifications*, as applicable.)

##### 2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the *Section 2, Service Specifications*, as applicable)

##### 3. Job Descriptions

The applicant shall include written job descriptions pertinent to the service as an attachment to the application. Staff resumes may also be included as *additional attachments* to the application.

#### B. Program Organization

##### 1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.

##### 2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility / supervision. (Include position title, name and full time equivalency) Both the "Organization-wide" and "Program" organization charts shall be attached to the Proposal Application.

### 3.4 SERVICE DELIVERY

- **Service Delivery Narrative.** Applicant shall include a detailed discussion of the applicant's approach to applicable service activities and management requirements from *Section 2, Service Specifications, subsection 2.4, Scope of Work*, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.
- **Work Plan.** The applicant shall provide a completed work plan using the *Work Plan template* (provided in *Section 5, Attachments*) to the application.
- **Service Objectives.** The applicant shall provide the following service objectives in its proposal.

1. Number of units to be served.
2. Cost per unit. Refer to *Section 2, Service Specifications, subsection 2.4, Scope of Work* for applicable service units.

### **3.5 FINANCIAL**

#### **A. Pricing Structure**

- Applicant shall submit a cost proposal utilizing the Program Budget worksheets designated in *Section 5, Attachments*.
- The cost proposal shall be attached to the Proposal Application.
- The following budget form(s) shall be submitted with the Proposal Application:
  - a. Program Budget (*see Section 5, Attachments*)

#### **B. Other Financial Related Materials**

##### **1. Accounting System**

To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):

- Recent financial audit (A-133)
- Recent tax return

### **3.6 OTHER**

#### **A. Litigation**

The applicant shall disclose and explain any pending litigation to which they are a party, including the disclosure of any outstanding judgment.



## **SECTION 4**

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# **Proposal Evaluation**

## SECTION 4

### Proposal Evaluation

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#### 4.1 INTRODUCTION

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

#### 4.2 EVALUATION PROCESS

The procurement officer or an evaluation committee of designated reviewers selected by the head of the Hawai'i County Office of Aging (HCOA) or designated HCOA procurement officer shall review and evaluate proposals. The evaluation committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

EVALUATION CATEGORIES	POINTS POSSIBLE
<i>Proposal Application</i>	
1. Program Overview	0
2. Experience and Capability	20
3. Project Organization and Staffing	20
4. Service Delivery	40
5. Financial	20
<b>TOTAL POINTS POSSIBLE</b>	<b>100</b>

### 4.3 EVALUATION CRITERIA

1. Program Overview (0 points possible)

Applicant shall give a brief overview to orient evaluators as to the program/services being offered; limited to one page.

2. Experience and Capability (20 points possible)

The HCOA will evaluate the applicant's experience in and capability relevant to the proposal contract, which shall include:

(A) Necessary Skills

- Demonstrated skills, abilities and knowledge relating to the delivery of the proposed services.
- Identify specific staff that possesses these skills and abilities and knowledge.

(B) Experience

- Provide current and past experience in administering programs and contracts for older individuals.
- Identify and provide employment histories and significant accomplishments for each member who will be involved in the management of program functions required to provide the services.

(C) Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology.
- Written evaluation plan to effectively measure, monitor and evaluate program performance and timely detection and resolution of identified problems.

(D) Coordination of Services

- Demonstrated capability to coordinate services with other agencies and resources in the community.
- Provides examples of how applicant networks and collaborates with other providers in the community.

(E) Facilities, Equipment, & Vehicles

- Adequacy of facilities, equipment, and vehicles relative to proposed services.

3. **Project Organization and Staffing (20 points possible)**

The HCOA will evaluate the overall staffing approach to the service including:

(A) Staffing

- *Proposed Staffing.* The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the viability of the services. (Refer to the personnel requirements in *Section 2, Service Specifications*, as applicable.)
- *Staff Qualifications.* The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the *Section 2, Service Specifications*, as applicable)
- *Job Descriptions.* The applicant shall include written job descriptions pertinent to the service as an attachment to the application. Staff resumes may also be included *as additional attachments* to the application.

(B) Project Organization

- *Supervision and Training.* The applicant shall describe its ability to supervise, train and provide administrative direction relative to the delivery of the proposed services.
- *Organization Chart.* The applicant shall reflect the position of each staff and line of responsibility / supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

4. **Service Delivery (40 points possible)**

(A) Service Delivery Narrative.

- Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from *Section 2, Service Specifications, subsection 2.4, Scope of Work*, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments, responsibilities, and timelines and schedules.

(B) Work Plan

- The applicant shall provide a completed work plan using the *Work Plan template* (provided in *Section 5, Attachments*) to the application.

(C) Service Objectives

- The applicant shall provide the following service objectives in its proposal:
  - **Number of units to be served.**
  - **Cost per unit.** Refer to *Section 2, Service Specifications, subsection 2.4, Scope of Work* for applicable service units.

5. Financial (20 points possible)

(A) Pricing Structure

- Applicant shall submit a cost proposal utilizing the Program Budget worksheets designated in *Section 5, Attachments*.
- The cost proposal shall be attached to the Proposal Application.
- The following budget form(s) shall be submitted with the Proposal Application:
  - **Program Budget** (*see Section 5, Attachments*)

(B) Other Financial Related Materials

- **Accounting System.** To determine the adequacy of the applicant's accounting system as described under the administrative rules, the following documents are requested as an attachment to the Proposal Application:
  - Recent financial audit (A-133)
  - Recent tax return

## **SECTION 5**

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# **Attachments**

## **SECTION 5**

### **Attachments**

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#### **5.1 ATTACHMENTS**

- A. Proposal Application Checklist**
- B. Proposal Application Identification Form**
- C. Sample Table of Contents**
- D. Proposal Application**
- E. Work Plan**
- F. Program Budget**
- G. Attachments**